

WORK TRAINING USING AN ELECTRONIC INFRASTRUCTURE

ABSTRACT

A method includes. (a) electronically enabling people who belong to an enterprise to define a goal that is related to managing a relationship with a customer of the enterprise; (b) providing a graphical user interface that enables the people to cooperate to make complex decisions that will advance the achievement of the goal; and (c) providing features in the interface that enable the people to make the complex decisions in a manner that inherently and continually improves their ability to make subsequent complex decisions.

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